Central Office and Local District staff may request MiSiS access using the MiSiS Access Request Form. The form may be found at <u>https://achieve.lausd.net/Page/4144</u>.

After completing the form and securing the appropriate signatures, the form must be submitted by opening a Remedy ticket.

This job aid provides directions for opening a Remedy ticket.

- 1. Go to <u>https://lausd-myit.onbmc.com</u>.
- 2. Enter your Single Sign-On (email) username and password to log in.
- 3. Under Other Requests, select Request Software Application Technical Support.



- **Step 1** Fill in the required fields, marked with an asterisk(*):
 - Application Name Select MiSiS
 - Select the affected Module Select Access
 - Select the best option to address your request Select Access issues
 - Please provide detailed explanation Enter "See attached form"
 - Available Days Select days available
 - Available Times Select times available
- **Step 2** Attach MiSiS Access Request Form by clicking the **Attach Files** button at the bottom of the screen.



Step 3 Check contact information. Edit as needed by clicking the pencil icon.

Step 4 Click Submit Request button.

Request Software Application Technical Support Technology	
Description	Submit Request
Use this request for obtaining support on both District and Non-District Software Applications. NOTE: For faster service make sure you select the correct service request. Please describe the issue in detail.	Request for: Elizabeth Louros / Edit
Provide request details Application Name: * Rease safet the relevant software/application to report. If not littled, please safet the "Other" option.	Phone: 213-241-0817 / Edit
Misis	